

Troubleshooting

1. What happens if the skater forgets their card?

They can still sign in with the card number or by using their name but it will take longer.

2. What happens if the skater loses their card?

They must report it immediately to the pro shop or Program Director so that a hold can be put on the card. Sugar Land Ice is not responsible for any sessions used without the card holder's permission. A replacement card can be issued at a cost of \$5 to the card holder.

3. What happens if the monitor swipes the card twice by accident?

The enrollment will be checked in the system to see if a double swipe was recorded. If this happened then a credit will be issued to be used next time the skater attends. It may take 24 hours to process.

4. What happens if someone else uses the card?

The use of the card is entirely the responsibility of the card holder. The card holder should make every effort to protect the card from loss, theft, or misuse. Sugar Land Ice is not responsible for any credits used by others.

5. What happens if there are sessions left on the card at the end of the semester that haven't been used?

The sessions will expire at the end of the semester. It is the responsibility of the card holder to make sure that they attend all the sessions that they have signed up for during the time period of eligibility. In exceptional circumstances participants may appeal to the program director for a credit to apply to the next session. The final decision is at the discretion of Sugar Land Ice.

6. Can a skater give their card to another skater?

No, only the skater who the card is registered to may use their card. This will be verified using a driver's license or school ID.

7. Can other purchases be put on the swipe card?

Yes LTS and frequent skater cards etc. can be put on the card.

8. What happens if the check in table accidentally swipes the wrong session?

The card will be swiped again for the correct session and a credit will be issued for the wrongly swiped session. It may take 24 hours to process.

9. What should you do if you find a lost card?

Return it to the pro shop who will be able to identify and notify the card's owner.

10. Is it necessary to swipe for every session attended?

Yes.